

**Interlibrary Loan General Policies:**

Patrons must be registered with the library and be in good standing to request interlibrary loan (ILL) items. Request forms must be filled out completely and accurately, with a separate form for each title. We do not request books that the library has in its collection unless the item has been missing for an extended period of time. If a requested item is already checked out, staff will reserve the item for the patron.

**Contacting Patrons/Items Not Picked Up:**

Patrons will be contacted when an ILL item comes in. The type of contact made will be notated on the contact log of the ILL wrapper each time contact is made. If the item is still on the shelf one week later, a reminder call will be made.

Any ILL item remaining on the shelf one week after the reminder call is made may be sent back to the lending library. A note will be made on the patron's account that the item was not picked up and that the patron may re-request.

If a patron fails to pick up an item more than twice in the span of a 12 month period, the patron loses ILL privileges for 6 months. If a patron fails to pick up an item more than 4 times over any length of time, that patron's ILL privileges are revoked for one year.

**Lost/Damaged Items:**

If a patron loses an item or returns it in a damaged condition to the extent that the lending library bills the Farmington Public Library for its replacement, FPL will pay the bill and in turn, bill the patron for the item. The patron will need to pay this bill before they can check out any items not only through ILL, but FPL as well.

If a patron loses or damages more than 2 items in the span of a 12 month period, even if they have paid for the items, that patron loses ILL privileges for a period of one year.

If a patron loses or damages more than 3 items over any length of time, that patron's ILL privileges are permanently revoked.

**Renewals:**

Renewals MUST be requested before the due date, or the day of the due date at the very latest. We cannot guarantee renewals.

When a patron requests a renewal with front desk staff (in person or on phone), staff will look up the due date to make sure it is appropriate to make the renewal request before filling out a renewal form.

If a renewal is requested after the due date has gone by, staff will explain to the patron that because it is overdue, FPL cannot request a renewal. If the item is nearing its due date when the patron picks it up, staff can mention the due date to the patron and ask them then if they would like to do a renewal request. There will be no automatic renewal requests - the patron must request it.

If a renewal request is placed before the due date, the patron may keep the item until they hear from the ILL librarian about the renewal and the item will not be considered overdue. If a renewal request is denied the patron will have 7 days from the date they were first notified of the denial to return the item to the library. If the librarian speaks directly to the patron on the phone or receives a confirmation email, no secondary contact will be made. If there is no confirmation, the librarian will follow up two days later. If the patron does not return the ILL item within 7 days after the first notification, the item will be considered overdue.

### **Overdues:**

If a patron returns an item past the due date more than 3 times in the span of 12 months time, ILL privileges are revoked for 6 months.

If a patron returns an item past its due date more than 5 times over any span of time, ILL privileges are revoked for one year.

**Updated:** September 14, 2023